



# **COUNCIL MEETING AGENDA**

**April 28, 2015**

Members may attend in person or by telephone.

John W. Lewis, *Mayor*  
Jordan Ray, *Vice Mayor*

Eddie Cook  
Victor Petersen  
Jared Taylor

Jenn Daniels  
Brigette Peterson

**Municipal Center, Conference Room 300  
50 East Civic Center Drive  
Gilbert, Arizona**

**Special Meeting  
6:00 PM**

**AGENDA ITEMS MAY BE DISCUSSED IN A DIFFERENT SEQUENCE.  
ITEMS WILL NOT BE DISCUSSED PRIOR TO POSTED MEETING TIME.**

## **AGENDA ITEM**

### **CALL TO ORDER OF JOINT MEETING WITH PARKS, RECREATION AND LIBRARY SERVICES ADVISORY BOARD**

### **WELCOME AND INTRODUCTIONS**

### **ADMINISTRATIVE ITEMS**

1. Discussion on the Parks Master Plan Implementation Action Items-Phase I accomplishments.
2. Discussion on the Parks and Recreation Master Plan Action Items Phase II.
3. Discussion with Council on priorities for Parks, Recreation and Library Services Advisory Board.

### **ADJOURN**

**NOTICE TO PARENTS:** Parents and legal guardians have the right to consent before the Town of Gilbert makes a video or voice recording of a minor child. A.R.S. 1-602.A.9. Gilbert Council Meetings are recorded and maybe viewed on Channel 11 and the Gilbert website. If you permit your child to participate in the Council Meeting, a recording will be made. If your child is seated in the audience your child may be recorded, but you may request that your child be seated in a designated area to avoid recording. Please submit your request to the Town Clerk.

# Town of Gilbert

Joint Meeting

Gilbert Town Council and  
Parks, Recreation and Library Services Board

April 28, 2015



# AGENDA

1. Discussion on FY15 IAP accomplishments
2. Discussion on FY16 proposed IAP action items
3. Discussion on priorities for Board
  - Provide Input and Direction on Draft IAP



# FY15 IAP

## Main Focus Areas

1. Park Development
2. Playgrounds
3. Service Analysis
4. Trails
5. Sponsorship, Advertising & Naming Rights
6. Optimization
7. Inventory/Maintenance Guidelines (LRIP)



# PRMP Implementation Action Items

## 1. Park Development

*Explore Chandler Heights Basin as a District Park*

- Acquisition options
- Field Needs assessment



# PRMP Implementation Action Items

## 2. Playgrounds

*Replace or renovate playgrounds and other amenities to meet current safety standards and enhance the user experience.*

- Data collection
- Explore product options
- Neighborhood meetings



# PRMP Implementation Action Items

## 3. Service Analysis

*Determine and validate programs and services*

- Evaluate existing programming
- Rate programs
- Benchmark of fees and charges





# PRMP Implementation Action Items

## 4. Trails

*Design a standardized path and trail sign system*

- Public outreach and research





# PRMP Implementation Action Items

## 5. Sponsorship, Advertising & Naming Rights

*Develop sponsorship, advertising and naming rights policies*

- Research best practices
- Determine legal parameters
- Develop policies and procedures
- Stakeholder review
- Council review and approval



# PRMP Implementation Action Items

## 6. Optimization

*Complete 20% Implementation of Parks and Facility Optimization Strategy. Develop Strategic Action Plans for Freestone Recreation Center, Riparian Preserve and Aquatic programs.*

- Evaluate existing programs



# PRMP Implementation Action Items

## 7. Inventory/Maintenance Guidelines (LRIP)

*Consider a comprehensive inventory of parks and facilities and infrastructure within them.*

- Coordinate with LRIP effort
- Identify critical asset categories
- Determine replacement/renovation/repair schedule
- Determine preventative maintenance best practices
- Create budget and submit for FY16



*Update and fully implement the maintenance guidelines in the current Parks Handbook.*



# Questions FY15?



# Council Interests

- Provide new areas of growth with amenities and programs that are complementary to existing services and standards.
- Maintain aging infrastructure to preserve existing parks & recreation amenities.
- Build and maintain a network of partnerships to help facilitate current and future parks and recreation needs of the community.
- Add value to the community by making a positive impact on the local economy, increasing livability and improving the overall quality of life for residents.
- Facilitate programs and amenities that encourage accessibility for residents and visitors through strategic implementation.
- Ensure compatibility and consistency with town plans and other supporting documents.
- Build and maintain facilities and programs with an emphasis on financial sustainability.
- Optimize participation and usage of current and future programs and facilities and explore ways to offer best in class services.
- Establish a governance model that develops and empowers staff to be innovative, creative and nimble in providing services.
- Maximize opportunities to leverage resource deployment.



# FY16 IAP

## Main Focus Areas

1. Park Development including Conceptual Plan
2. Playgrounds
3. Service Analysis-Partnership opportunities
4. Trails
5. Optimization
6. Inventory/Maintenance Guidelines (LRIP)
7. Recreation Fee Setting and Cost Recovery Goals
8. Marketing Plan
9. Establish and Implement replacement schedules for equipment
10. Maintenance Plan for the Riparian
11. Replacement of registration software system



# PRMP Implementation Action Items

## 1. Park Development

*Explore Chandler Heights Basin as a District Park*

- Conceptual Plan
  - Community input
  - Site analysis
  - Funding options
- Park naming





# PRMP Implementation Action Items

## 2. Playgrounds

*Replace or renovate playgrounds and other amenities to meet current safety standards and enhance the user experience.*

- 3 Playgrounds



# PRMP Implementation Action Items

## 3. Service Analysis

*Identify which services are offered by other providers and establish where opportunities for partnerships can be used.*

- Identify Parks and Recreation services based on service categories
- Methodology to identify service gaps
- Identify & establish partnership opportunities
- Make recommendations



# PRMP Implementation Action Items

## 4. Trails

*Design a standardized path and trail sign system*

- Trail Signage Plan



# PRMP Implementation Action Items

## 5. Optimization

*Complete 20% Implementation of Parks and Facility Optimization Strategy.  
Develop Strategic Action Plans for McQueen Activity Center and Gilbert Community Center*

- Identify areas for improvement
- Create 1,3,5 year forecasts
- Create annual business plan



# PRMP Implementation Action Items

## 6. Inventory/Maintenance Guidelines (LRIP)

*Consider a comprehensive inventory of parks and facilities and infrastructure within them and complete additional 20% of Infrastructure Master Plan Prioritization.*

Asset Areas:

Parks:

Sport courts, gym floors, ramadas, pools, irrigation pipes/valves

Facilities:

Parking lot lights, security systems, roofs, fates/operators, power & UPS units



# PRMP Implementation Action Items

## 7. Fee Setting & Cost Recovery

*Determine recreation programming fee setting and cost recovery goals.*

- Market study
- Determine direct & indirect costs
- Review and evaluate current pricing methods
- Cost recovery goals



# PRMP Implementation Action Items

## 8. Marketing Plan

*Develop a visionary marketing plan to promote recreation program and services, both a five year plan, as well as a pointed one year plan.*

- Market analysis of best practices
- Perform target market segment strategy analysis
- Develop marketing strategy for Special Events, Website, Logo/Branding, Identity/Partnership Programs
- Marketing materials and offerings
- Marketing outreach strategies and plans
- 1-year and 5-year plan

this is  
**Gilbert**  
ARIZONA  
Playful Community





# PRMP Implementation Action Items

## 9. Equipment Replacement

*Establish and implement replacement schedule for equipment.*

- Update equipment inventory
- Prioritize replacement schedule



# PRMP Implementation Action Items

## 10. Riparian Maintenance

*Develop a maintenance plan for the riparian areas that is coordinated with water recharge maintenance needs.*

- Inventory Riparian assets
- Complete maintenance plan
- Implement plan



# Questions FY16?



# Discussion-Council priorities for PRLSAB

- What is going well?
- What improvements can be made?
- Is the PRLSAB going in the right direction?
- Are there Council priorities that were not addressed in the IAP?





# Parks and Recreation

## FY2016-Implementation Action Plan



[gilbertaz.gov/parks](http://gilbertaz.gov/parks)



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## Message From The Director

Implementation of the Parks and Recreation Master Plan action items began in fiscal year 2015. Each of the six major sections in the Parks and Recreation Master Plan, Parks, Trails, Facilities, Programs, Maintenance and Funding were represented in the selected action items.

Previous accomplishments include the renovation of 7 playgrounds; identification of core services for the department; a scope of work to develop a plan for standardized signage for paths and trails; a sponsorship, advertising and naming rights policy; optimization strategies for Freestone Recreation Center, aquatic programs and the Riparian Preserve at Water Ranch; plus the completion of a comprehensive inventory of 20% of parks, facilities and amenities assets in coordination with the Long Range Infrastructure effort.

Choosing the action items to move forward for recommendation in the FY2016 Implementation Action Plan was again done in a collaborative and inclusive process with staff and the Parks, Recreation and Library Services Advisory Board. The proposed action items also take advantage of current initiatives, Council strategic goals and interests, and items identified as high priority.

Funding of the recommended action items will again be identified and addressed as each project progresses to the appropriate stage and through the annual Town of Gilbert budget process.

The following pages highlight the specific action items, steps, and timelines for successful implementation of the FY16 Parks and Recreation Master Plan goals.

Rod Buchanan,

Parks and Recreation Director

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## ***Town of Gilbert Mission:***

*We are a service organization committed to enhancing quality of life and serving with integrity, trust and respect.*

## ***Town of Gilbert Vision:***

*Gilbert will be best in class in all lines of service.*

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## **Council Interests**

*During the Master Plan process, these over-arching interests were identified by the Gilbert Town Council at the retreat held August 2013.*

Provide new areas of growth with amenities and programs that are complementary to existing services and standards.

Maintain aging infrastructure to preserve existing parks & recreation amenities.

Build and maintain a network of partnerships to help facilitate current and future parks and recreation needs of the community.

Add value to the community by making a positive impact on the local economy, increasing livability and improving the overall quality of life for residents.

Facilitate programs and amenities that encourage accessibility for residents and visitors through strategic implementation.

Ensure compatibility and consistency with town plans and other supporting documents.

Build and maintain facilities and programs with an emphasis on financial sustainability.

Optimize participation and usage of current and future programs and facilities and explore ways to offer best in class services.

Establish a governance model that develops and empowers staff to be innovative, creative and nimble in providing services.

Maximize opportunities to leverage resource deployment.



### ***Parks and Recreation Vision***

*The Gilbert Parks and Recreation Department will be “Best in Class” when all facilities, parks, programs and services are known as exemplary.*

### ***Parks and Recreation Mission***

*Gilbert Parks and Recreation Department commits to provide superior parks, recreation and cultural programs, which exceed customer expectations, enhance the quality of life, and promote lifelong leisure and educational pursuits. These services are provided by a dedicated team, focused on fairness, trust, innovation, with a commitment to excellence.*

# Implementation Action Plan-FY16

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Strategic Goal	Actions	Timeline Due Date
<b>Community Livability:</b>  <b>Phase 1 PRMP Implementation</b>	<b>Complete Phase 2 FY16 PRMP Implementation</b>	<b>6/30/2016</b>
	Finalize draft Phase 2 Plan	11/15/2014
	Board Approval	12/11/2014
	Develop priorities, benchmarks, assignments, timelines for: 1. Park Development including Conceptual Plan for Year Round Pool, Recreation Center, Fields & Lighting 2. Playgrounds 3. Service Analysis -Partnership opportunities based on gaps in service 4. Trails 5. Optimization 6. Maintenance (Inventory, LRIP) 7. Recreation Fee Setting and Cost Recovery Goals 8. Marketing Plan 9. Establish & Implement replacement schedules for equipment 10. Maintenance Plan for the Riparian 11. Replacement of registration software system	1/1/2015
	Present update at Council Retreat	8/1/2015
	Complete Phase 2 Action Items	6/30/2016

# 1. PRMP Implementation Action Item-Park Development

Goal	Actions	Timeline Due Date
<b>Parks</b> <b>Service Goal: Provide Adequate Land for Parks</b>  <b>Strategy: Strive to ensure private and publicly owned, developed and maintained parks keep pace with community growth.</b>  <b>Master Plan: Service Goal 2: Strategy 2.a. Action Item 2.a.5</b>	<b>Explore options for developing Chandler Heights Basin as a District Park by developing an agreement with the Flood Control District of Maricopa County. If Chandler Heights Basin is not feasible, develop options for a district park on the 80 acres at the southwest corner of Greenfield and Chandler Heights Roads.</b>	<b>6/30/2018</b>
	<b>FY2016</b>	
	Award Conceptual Plan Agreement	9/1/2015
	Area and site assessments/analysis: * Potential impacts: identified and mitigated * Review as-builts; utilities; easements; infrastructure * Environmental document and permitting (If required) * Identification of opportunities and constraints of the property * Geotechnical/Hydraulic Analysis	12/31/2015
	Council reviews and approves environmental documents and conceptual plan	2/1/2016
	Bond ballot language due	4/1/2016
	Park naming process	4/31/2016

## **1. PRMP Implementation Action Item-Park Development (cont.)**

	FY2017	
<b>Parks</b> <b>Service Goal: Provide Adequate Land for Parks</b>	Design Development & Construction Documents: * Design development to refine conceptual plan * Determine phasing opportunities * Preparation of construction documents: plans, specifications, cost estimates	11/1/2017
	Plan Review and Permits: * Construction documents submitted for approval * Public hearings, Site Review, Parks board review, Town council review	12/1/2017
Goal	FY2018	
<b>Parks</b> <b>Service Goal: Provide Adequate Land for Parks</b>  <b>Strategy: Strive to ensure private and publicly owned, developed and maintained parks keep pace with community growth.</b>  <b>Master Plan: Service Goal 2: Strategy 2.a. Action Item 2.a.5</b>	Bid and Award of Contract: * Advertisement of bid and bid opening * Staff reviews bid for compliance * Contract award	3/1/2018
	Construction: * Sign agreements, analyze insurances, and arrange pre-construction meeting * Contractor on site building park	5/1/2018
	Establishment Period: * Plan establishment/grow-in period	9/1/2018
	Park dedication/Ribbon cutting	12/1/2018

## 2. PRMP Implementation Action Item-Playgrounds

Goal	Actions	Timeline Due Date
<b>Parks</b> <b>Service Goal: Provide Adequate Land for Parks</b>	<b>Replace or renovate playgrounds and other amenities to meet current safety standards and enhance the user experience.</b>	<b>6/30/2016</b>

<b>Strategy: Consider providing adequate park plan review to ensure adequate land is available to meet proposed programming, safety, maintenance and access needs, and that conflicts between park and other uses are minimized.</b>  <b>Master Plan: Service Goal 2: Strategy 2.b; Action Item 2.b.4</b>	FY2016	
	Identify playgrounds for replacement or renovation; coordinate with LRIP & CIP	7/31/2015
	Project scope prepared and reviewed	10/31/2015
	* SOQ/Bid process * Advertisement of SOQ/bid and opening * Staff reviews SOQs/bids for compliance * Negotiate contract	12/31/2015
	Notice to Proceed on design	1/31/2016
	Coordinate stakeholder meetings for each neighborhood prioritize option choices	2/28/2016
	Completion of Contract *Negotiated Construction Contract *Council approval of contract *Notice to proceed	4/30/2016
	Construction: *Sign agreements, analyze insurances, and arrange pre-construction meeting *Contractor on site installing playgrounds	5/30/2016
	Coordinate Playground dedications/Ribbon cutting	6/30/2016

### 3. PRMP Implementation Action Item-Service Analysis

Goal	Actions	Timeline Due Date
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<b>Programs</b> <b>Service Goal: Provide A Variety Of Recreation Services To The Community</b>  <b>Strategy 1.a: Consider developing a clear program philosophy for delivering services.</b>  <b>MasterPlan: Service Goal 1: Strategy 1.a: Action Item 1.a.4</b>	<b>Determine the overall types of services the Parks and Recreation Department provides based on the identification of the core, secondary and support programs. Identify which services are currently offered by other providers (such as and not limited to GYSA and Polar Ice), and then establish where opportunities for partnerships with other providers can be used. Examine the gaps, determine which services and programs the Town can provide and identify where new partnerships will need to be developed to fill in program and service gaps.</b>	<b>4/30/2016</b>
	<b>FY2016</b>	
	Identify Parks and Recreation services based on service categories.	8/1/2015
	Complete market analysis to identify services and amenities offered by other providers.	10/1/2015
	Establish methodology to identify service gaps	11/1/2015
	Identify and establish partnership opportunities	1/1/2016
	Make recommendations to close program and service gaps	2/28/2016



## 4. PRMP Implementation Action Item-Trails

Goal	Actions	Timeline Due Date
<p><u>Trails</u>  <b>Service Goal: Increase Awareness of the Trail System</b></p> <p><b>Strategy: Provide consistent signage that clearly shows the location of trails, trailheads and amenities that identify that the trail system is open to the public and providing helpful and necessary information.</b></p> <p><b>MasterPlan: Service Goal 2: Strategy 2.a; Action Item 2.a.1 &amp; Service Goal 9: Strategy 9.a; Action Item 9.a.1</b></p> <p><b>Service Goal 3, Strategy 3.a; Action Item 3.a.8</b></p>	<p>Update the Town's existing trail and path guidelines and standards; design a standardized path and trail sign system and implement it along all existing facilities to begin branding the system and making it more visible to residents and visitors.</p>	6/30/2016
	<p>Consider completing the design and securing construction funding for the improved railroad crossings; install railroad crossing safety equipment (gates, lights, etc.) or a pedestrian bridge.</p>	
	FY2016	
	<p>Identify approved funds through CIP process</p>	7/30/2015
	<p>RFP for signage plan            *Creation of design            * Inventory and prioritization list</p>	12/30/2015
	<p>Work in conjunction with transportation and Intergov staff to assist with the completion of improved railroad crossings.            * Meeting with UPRR Jan 2015-discussion on feasibility of at-grade crossings</p>	6/30/2016

## 5. PRMP Implementation Action Item-Optimization

Goal	Actions	Timeline Due Date
<b>Programs</b> <b>Service Goal: Provide a variety of Recreation Services to the Community</b>  <b>Strategy: Establish the key factors for determining Town-based parks and recreation programming in the future.</b>  <b>Master Plan: Service Goal: Strategy 1.d; Action Item 1.d.1</b>	<b>Complete 20% Implementation of the Parks and Facility Optimization Strategy</b>	<b>6/30/2016</b>
	<b>FY2015</b>	
	Develop Strategic Action Plan for program optimization: evaluate and enhance revenue, attendance levels, cost recovery, efficiencies and decrease cost per participant for the following areas: McQueen Activity Center and Gilbert Community Center.	7/1/2015
	Develop priorities, benchmarks, assignments, timelines in order to implement the identified strategies	7/15/2015
	Evaluate existing programs and services for efficiencies and impact	10/1/2015
	Introduce Lean 6 principles using the gathered information to improve efficiencies	11/30/2015
	Determine cost recovery rate for each area and establish goals to improve or maintain current cost recovery rate. Coordinate Fee Changes with Fee Study	12/31/2015
	Identify areas for improvement and develop priority areas	1/31/2016
	Create 1, 3 and 5 year forecasts with new information including metrics	2/31/2016
	Create annual business plan	3/31/2016
	Implement plan, check plan, revise	4/31-6/30 2016

## 6. PRMP Implementation Action Item- Inventory/Maintenance Guidelines (LRIP)

Goal	Actions	Timeline Due Date
<p><b><u>Parks</u></b>  <b>Service Goal: Provide Adequate Land for Parks</b></p> <p><b>Strategy: Strive to ensure private and publicly owned, developed and maintained parks keep pace with community growth.</b></p> <p><b>Master Plan: Parks Service Goal 2: Strategy 2.a; Action Item 2.a.7</b></p>	<b>Consider a comprehensive inventory of parks and facilities infrastructure within them and complete additional 20% of Infrastructure Master Plan Prioritization.</b>	6/30/2016
	<b>FY2016</b>	
	Pools/Aquatics , Parks and Recreation: 1) Sport Courts 2) Gym Floors 3) Ramadas 4) Pools 5) Irrigation pipes/valves Facilities: 6) Parking lot lights 7) Security Systems (badge reader and cameras) 8) Roofs 9) Gates/Operators 10) Power and UPS units	6/30/2016
	Determine baseline data criteria to capture for top key critical areas	7/15/2015
	Reconcile data criteria for duplicate assets	8/1/2015
	Collect 100% of all identified field data for top key critical areas	10/15/2015
	Analyze data, determine LOS, prioritize asset replacement, rehab and repair options schedule	12/1/2015
	Determine preventative maintenance data to capture and develop fields in Lucity	12/1/2015
	Update maintenance guidelines in the Parks and Recreation handbook	1/1/2016
	Field personnel implement PM program and maintain records with 100% compliance	1/1/- 6/30/2016

## 7. PRMP Implementation Action Item-Fee Setting & Cost Recovery

Goal	Actions	Timeline Due Date
<p><b><u>Recreation Programs:</u></b>  <b>Service Goal: Provide A Variety Of Recreation Services To The Community</b></p> <p><b>Strategy: Consider developing a clear program philosophy for delivering services.</b></p> <p><b>Master Plan: Service Goal 1: Strategy 1.a; Action Item 1.a.4</b></p>	<p>Determine recreation programming fee setting and cost recovery goals for Parks and Recreation Department. Factors that will be considered when setting the fees and cost recovery goals will include: role of other providers and the ability to form partnerships, facilities that are available to support the programs, staffing requirements and capabilities, funding possibilities for both capital and operations, administrative support capacity, number of people that will be served, demand for the program or service in the community, and economic benefit to the community.</p>	6/30/2016
	Establish staff team review	7/30/2015
	Market study of surrounding municipalities-fees; alternative providers	9/30/2015
	Determine definition of direct and indirect costs	10/30/2015
	Review and evaluation of current pricing methods	12/30/2015
	Create a matrix to evaluate each line of service (alignment with organizational purpose, financial viability, market position, competitive position)	1/30/2016
	Conduct community focus group meetings	3/30/2016
	Create Cost Recovery Model	6/30/2016

## 8. PRMP Implementation Action Item-Marketing Plan

Goal	Actions	Timeline Due Date
<b>Recreation Programs:</b> <b>Service Goal 3:Develop Sustainable Recreation Programs and Services</b>  <b>Strategy 3.c: Consider developing a marketing plan to promote recreation programs and services.</b>  <b>Master Plan: Service Goal 2; Strategy 3.c.; Action Item 3.c.1</b>	Develop a visionary marketing plan to promote recreation programs and services, both a five-year plan, as well as a pointed one-year plan	6/30/2016
	Develop market analysis of what other communities/agencies are using as best practices	1/31/2015
	Perform target market segment strategy analysis	2/15/2015
	Develop marketing strategy for Special Events, Website, Logo/Branding Identity/Partnership Programs	7/31/2015
	Design marketing materials and offerings	9/30/2015
	Develop marketing outreach strategies and plans	1/31/2016
	Create pointed one-year and vision five-year marketing plans	6/30/2016

## 9. PRMP Implementation Action Item-Equipment Replacement

Goal	Actions	Timeline Due Date
<b>Maintenance :</b> <b>Service Goal: Strive for excellence in maintenance practices</b>  <b>Strategy: Consider establishing clear standards of knowledge for maintenance staff.</b>  <b>Master Plan: Service Goal 1 Strategy 1.a; Action Item 1.a.2</b>	Establish and implement replacement schedules for equipment, including a schedule for replacement and overhaul of all motorized equipment based on service hours and maintaining an equipment-use log to track hours, repairs and other items important to efficient equipment operation.	10/31/2015
	Update inventory of all equipment in Lucity	7/31/2015
	Verify all data points in Lucity for accuracy	8/31/2015
	Develop a scoring formula based on equipment data to determine replacement priorities	9/30/2015
	Finalize equipment replacement list based on developed formula from data	10/31/2015



## 10. PRMP Implementation Action Item-Riparian Maintenance

Goal	Actions	Timeline Due Date
<b>Maintenance :</b> <b>Service Goal: Strive for excellence in maintenance practices</b>  <b>Strategy: Consider establishing clear standards of knowledge for maintenance staff.</b>  <b>Master Plan: Service Goal 1, Strategy 1.a., Action Item 1.a.6</b>	<b>Develop a maintenance plan for the riparian areas that is coordinated with water recharge maintenance needs.</b>	<b>6/30/2016</b>
	Finalize Riparian conservation plan with Waste Water staff	7/31/2015
	Verify inventory of all Riparian assets - benches, signs, buildings, ramadas, drinking fountains, irrigation systems, equipment, etc.	8/31/2015
	Complete maintenance plan sections for irrigation, turf, trees, shrubs, and plants	10/30/2015
	Complete maintenance plan sections for restrooms, playground, and ramadas	12/31/2015
	Complete maintenance plan sections for lake, trails, sidewalks, pathways	2/28/2016
	Complete maintenance plan sections weed management and pest management	4/30/2016
	Complete annual maintenance schedule	5/30/2016
	Maintenance plan completed	6/30/2016

## 11. PRMP Implementation Action Item-Registration System Replacement

Goal	Actions	Timeline Due Date
<b>Programs:</b> <b>Service Goal: Develop Sustainable Recreation Programs and Services</b>  <b>Strategy: Consider Establishing program management directives that ensure financial sustainability.</b>  <b>Master Plan: Service Goal 3, Strategy 3.a., Action Item 3.a.1 and 3.a.2</b>	Identify a new registration/reservation software system to replace an end of life product.	6/30/2016
	Identify business needs of Department	9/1/2014
	Review of surrounding municipalities and other cities of product options	10/1/2014
	Schedule demos/presentations of potential products	12/30/2014
	Develop an RFP (if applicable) or purchasing procedure	4/1/2015
	Selection of a vendor	8/1/2015
	Transition of system, staff training and customer notification of system change	9/1/2015-5/30/2016
	Implementation of new registration/reservation software system	6/30/2016



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Sign up for classes at:

[www.GilbertRecreation.com](http://www.GilbertRecreation.com)